

DECLARATION AND POWER OF ATTORNEY FOR U.S. PATENT APPLICATION
 () Original (X) Supplemental () Substitute () PCT () Design
 As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor or an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled CUSTOMER CONTACT CHANNEL CHANGER, the specification of which was filed on September 25, 1995 as Application Serial No. _____.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, to the best of my ability, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, § 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Priority Claimed

() Additional Applications identified on attached sheet
 I hereby claim the benefit under Title 35, United States Code § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

() Additional Applications identified on attached sheet

POWER OF ATTORNEY: As named inventor, I hereby appoint, James D. Kokonis, Regn. No. 21178; Peter L. Beck, Regn. No. 21169; Nicholas H. Pyfe, Regn. No. 26134; Vance Marston, Regn. No. 26137; Hugh O'Gorman, Regn. No. 26140; Alan R. Campbell, Regn. No. 26129; A. David Morrow, Regn. No. 28816; Robert D. Gould, Regn. No. 27523; James McGraw, Regn. No. 28168; Thomas R. Kelly, Regn. No. 29244; John Bochnovic, Regn. No. 29229; Michael E. Wheeler, Regn. No. 29246; Joy D. Morrow, Regn. No. 30911; John R. Paxton, Regn. No. 32389; Donald P. Phenix, Regn. No. 32528 and Yukuo Hirama, Regn. No. 32551, attorneys to prosecute this application and transact all business in the Patent and Trademark Office connected therefore:

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I further declare that all statements made herein of my own knowledge are true, and that all statements on information and belief are believed to be true; and further that these statements were made with the knowledge that wilful false statements and the like are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such wilful false statements may jeopardize the validity of the application or any patent issuing thereon.

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 (Thomas Howard Bateman)
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 (Bruce Edward Kierstead)
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I further declare that all statements made herein of my own knowledge are true, and that all statements on information and belief are believed to be true; and further that these statements were made with the knowledge that wilful false statements and the like are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such wilful false statements may jeopardize the validity of the application or any patent issuing thereon.

5th Inventor John Lockett Date Nov 7/95
 (John Alan Lockett)
 6th Inventor Laurie Edward Mersereau Date Nov. 7/95
 (Laurie Edward Mersereau)
 7th Inventor Robert James Ouellette Date Nov. 6/95
 (Robert James Ouellette)
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

INVENTOR (S): Thomas Howard Bateman, Bruce Edward Kiersteád,
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Robert James Ouellette

SERIAL NO.: 08/532,537

FILED: September 25, 1995

TITLE: THE CUSTOMER CONTACT CHANNEL CHANGER

ASSOCIATE POWER OF ATTORNEY

Honourable Commissioner of Patents and Trademarks,
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Sir:

Please recognize William L. Mathis, Regn. No. 17,337;
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application, with the usual powers.

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Respectfully

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Ottawa, Canada

Dated: November 17, 1995.